

# Office of Communications and Community Engagement

## MEMORANDUM

**DATE:** November 13, 2015

**TO:** Honorable Mayor and City Council

**THROUGH:** Andrew Clinger, City Manager

**FROM:** Deanna Gescheider, Director of OCCE

**SUBJECT:** Reno Direct Call Statistics for October 2015

The Reno Direct Citizen Call Center is staffed by three Citizen Service Representatives from 8AM to 5PM, Monday through Friday. Service Requests are received by phone, voicemail, email, office visits, and online chats. Report timeframes can be adjusted per your request.

Abandoned vehicles remains the top complaint across the City.

Following are the most submitted requests for October, summarized by Ward, as well as citywide.

August 2015		September 2015		October 2015	
Calls Answered	2198	Calls Answered	2034	Calls Answered	1942
Voicemails	303	Voicemails	251	Voicemails	296
Emails	695	Emails	697	Emails	675
Online chats	515	Online chats	511	Online chats	486
<b>Communication Occurrences</b>	<b>3711</b>	<b>Communication Occurrences</b>	<b>3493</b>	<b>Communication Occurrences</b>	<b>3399</b>

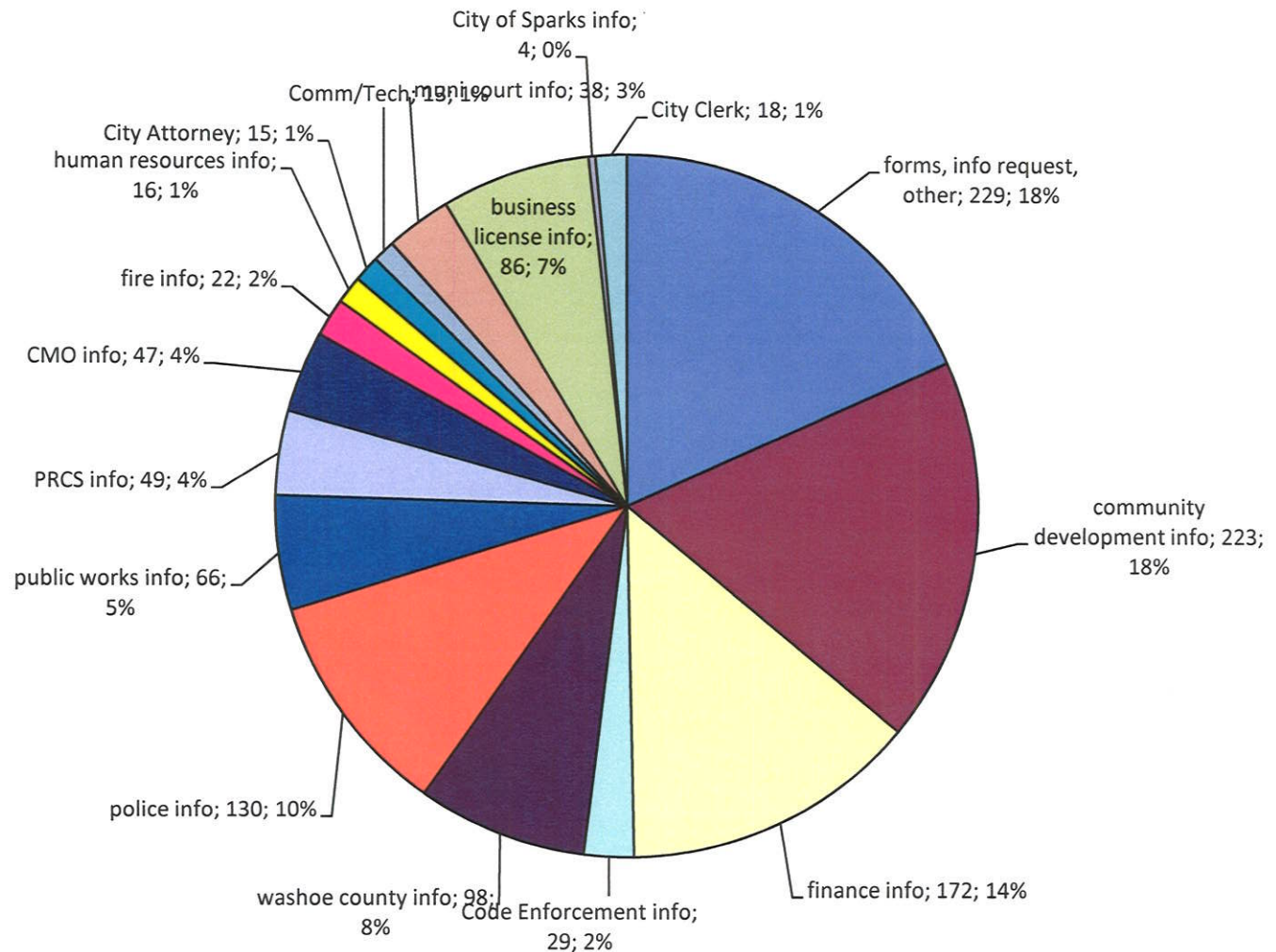
WARD 1		WARD 2		WARD 3	
RPD – abandoned vehicle	55	RPD – abandoned vehicle	32	RPD – abandoned vehicle	51
RPD – graffiti removal	27	Business Lic - unlicensed	10	RPD – graffiti removal	31
RPD – additional patrol	7	RPD – additional patrol	9	Business Lic - undefined	9
RPD – illegal parking	5	Code Enf – debris on priv ppty	8	Code Enf – debris on priv ppty	9
Code Enf - nuisance	4	Code Enf – parking unimproved area	4	Business Lic - unlicensed	8

WARD 4		WARD 5		CITYWIDE	
RPD – abandoned vehicle	41	RPD – abandoned vehicle	30	RPD – abandoned vehicle	329
RPD – graffiti removal	8	Code Enf – debris on priv ppty	17	RPD – graffiti removal	146
Code Enf – weeds/high grass	4	RPD – graffiti removal	12	RPD – additional patrol	50
Code Enf – sidewalk obstruction	4	RPD – additional patrol	9	Code Enf – debris on priv ppty	47
Business Lic - unlicensed	3	Code Enf – sidewalk obstruction	5	Business Lic - unlicensed	42

**Reno Direct  
October 2015**

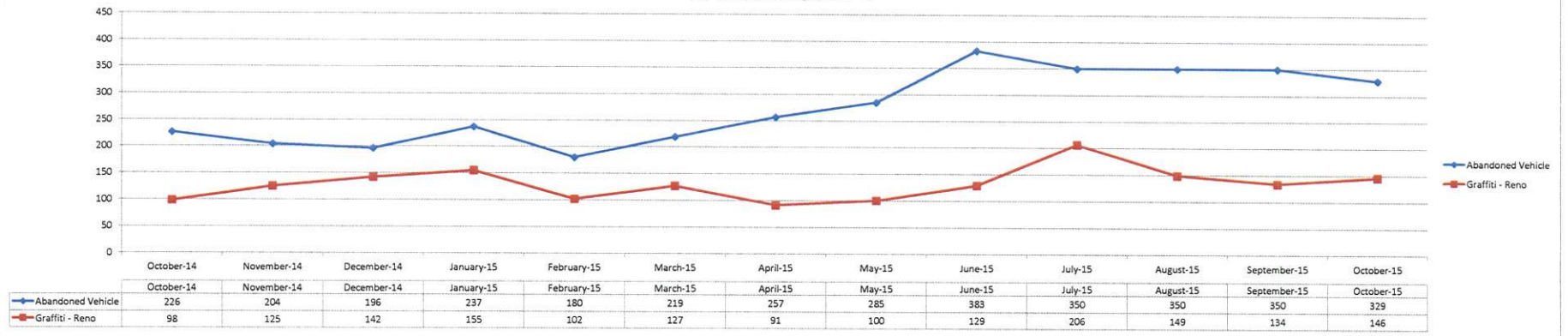
Communication Occurrence Type	
Service Requests	1,215
Information Calls	1,255
Online Chat	486
Voicemail	296
E-mail	675
<b>Total Communication Occurrences</b>	<b>3,927</b>

This data shows actual communication occurrences. This number will vary from the number of service requests entered. One communication occurrence can result in multiple service requests.

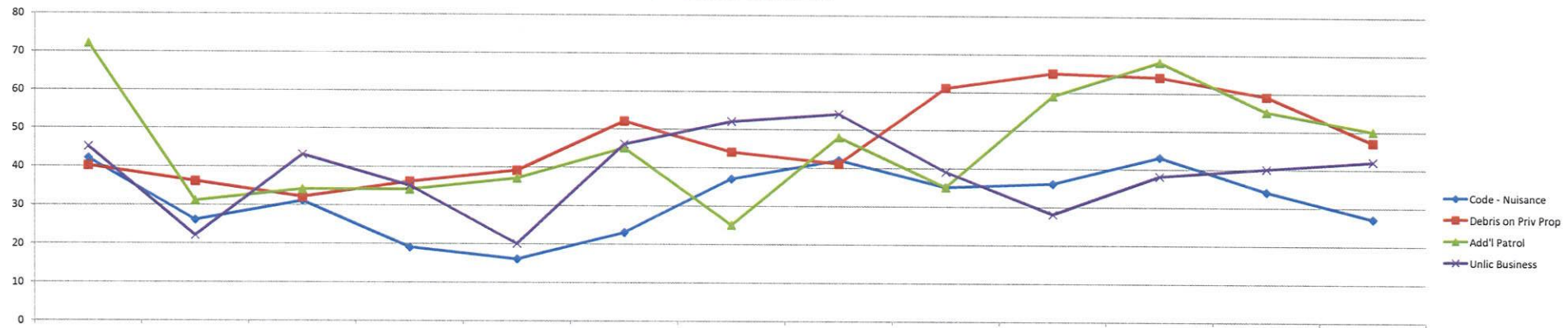


**Informational Calls are calls received by Reno Direct that do not require a Service Request. Information is provided and/or calls are transferred to the appropriate department or entity.**

13 months request 1-2



13 months request 3-6



	October-14	November-14	December-14	January-15	February-15	March-15	April-15	May-15	June-15	July-15	August-15	September-15	October-15
Code - Nuisance	42	26	31	19	16	23	37	42	35	36	43	34	27
Debris on Priv Prop	40	36	32	36	39	52	44	41	61	65	64	59	47
Add'l Patrol	72	31	34	34	37	45	25	48	35	59	68	55	50
Unlic Business	45	22	43	35	20	46	52	54	39	28	38	40	42